

What is claimed is:

1. A method of sequentially presenting instructions in a telephone call placed to an interactive voice response system (IVR) of a customer service center, comprising:

receiving a call from a caller;

presenting a main menu comprising a plurality of messages to the caller, each main menu message representing a procedure;

prompting the caller to select from one of the main menu messages;

presenting a sequence of instructions to the caller according to the caller's selection, each instruction identifying a task to be performed by the caller that is distinct from interaction with the IVR system, wherein the tasks collectively constitute the procedure;

automatically pausing the sequence of instructions after each instruction for a predetermined amount of time so as to permit the caller to perform the task identified in an instruction; and

querying the caller after each instruction as to whether the caller has performed the task identified in the instruction.

2. The method according to claim 1, further comprising periodically re-presenting the instruction to the caller until the caller indicates that the caller has performed the task identified in the instruction.

3. The method according to claim 2, further comprising transferring the caller to a service representative after the instruction has been re-presented to the caller for a predetermined number of times.

4. The method according to claim 1, further comprising pausing the sequence of instructions in response to the caller's command to pause the sequence of instructions.

5. The method according to claim 1, further comprising presenting a summary of the sequence of the instructions to the caller immediately after the caller's selection.

6. The method according to claim 1, further comprising presenting a summary of the sequence of the instructions to the caller after the sequence of instructions has been presented to the caller.

7. The method according to claim 1, further comprising presenting a summary of the sequence of the instructions to the caller immediately after the caller's selection and after the sequence of instructions has been presented to the caller.

8. The method according to claim 1, further comprising presenting a previously presented instruction to the caller in response to a caller's indication that the caller has not performed the task identified in the previously presented instruction.

9. The method according to claim 1, further comprising presenting additional information associated with the instruction in response to the caller's request for additional information followed by recommencing the sequence of instructions.

10. The method according to claim 1, further comprising querying the caller after the caller indicates that the caller has performed a task identified in the instruction as to whether the task identified in the instruction was performed correctly.

11. The method according to claim 10, further comprising re-presenting the instruction to the caller in response to the caller's indication that the task identified in the instruction was not performed correctly.

12. The method according to claim 1, further comprising querying the caller as to whether the procedure was performed correctly.

13. The method according to claim 12, further comprising re-presenting the sequence of instructions in response to the caller's indication that the procedure was not performed correctly.

14. The method according to claim 1, further comprising transferring the call from a position in the sequence of instructions to a service representative and transferring the call back to the position in the sequence of instructions.

15. The method according to claim 1, further comprising transferring the call from a position in the sequence of instructions to a service representative and transferring the call back to a location in the sequence of instructions other than the position.

16. The method according to claim 1, further comprising re-presenting a previously presented instruction to the caller in response to the caller's command to receive a previously presented instruction.

17. The method according to claim 1, further comprising re-presenting a previously presented instruction to the caller, as requested by the caller during a recitation of previously presented instructions.

18. The method according to claim 1, further comprising presenting the caller with troubleshooting information in response to the caller's request for troubleshooting information.

19. A telecommunications system for receiving telephone calls at a customer service center, said telecommunications system comprising:

an interactive voice response (IVR) unit that presents a main menu comprising a plurality of messages to a caller, presents a sequence of instructions to the caller, automatically pauses the sequence of instructions after each instruction by a predetermined amount of time so as to permit the caller to perform a task identified in an instruction that is distinct from interaction with the IVR, and queries the caller after each instruction as to whether the caller has performed the task identified in the instruction;

wherein each main menu message represents a procedure and each instruction identifies a task to be performed by the caller.

20. The telecommunications system according to claim 19, further comprising a component that transfers a call from a position in the sequence of instructions to a service representative and transfers the call back to the position in the sequence of instructions.

21. The telecommunications system according to claim 19, further comprising a component that transfers a call from a position in the sequence of instructions to a service representative and transfers the call back to a location in the sequence of instructions other than the position.

22. A computer readable medium for storing a computer program that processes a telephone call in an interactive voice response (IVR) system, said medium comprising:

a presenting source code segment that presents a main menu including a plurality of messages to a caller and presents a sequence of instructions to the caller, each instruction identifying a task distinct from interaction with the IVR system;

a pausing source code segment that pauses the sequence of instructions after each instruction for a predetermined amount of time so as to permit the caller to perform a task identified in an instruction; and

a querying source code segment that queries the caller after each instruction as to whether the caller performed the task identified in the instruction.

23. The computer readable medium according to claim 22, wherein the presenting source code segment periodically re-presents the instruction to the caller until the caller indicates that the caller has performed the task identified in the instruction.

24. The computer readable medium according to claim 23, further comprising a transferring source code segment that transfers the call to a service representative after the instruction has been re-presented to the caller for a predetermined number of times.

25. The computer readable medium according to claim 22, wherein the pausing source code segment pauses the sequence of instructions in response to the caller's command to pause the sequence of instructions.

26. The computer readable medium according to claim 22, wherein the presenting source code segment presents a summary of the sequence of the instructions to the caller immediately after the caller's selection.

27. The computer readable medium claim according to claim 22, wherein the presenting source code presents a summary of the sequence of the instructions to the caller after the sequence of instructions has been presented to the caller.

28. The computer readable medium according to claim 22, wherein the presenting source code segment presents a summary of the sequence of the instructions to the caller immediately after the caller's selection and after the sequence of instructions has been presented to the caller.

29. The computer readable medium according to claim 22, wherein the presenting source code segment presents a previously presented instruction to a caller in response to a caller's indication that the caller has not performed the task identified in the previously presented instruction.

30. The computer readable medium claim according to claim 22, wherein the presenting source code segment presents additional information associated with the instruction in response to the caller's request for additional information followed by recommencing the sequence of instructions.

31. The computer readable medium according to claim 22, wherein the querying source code segment queries the caller, after the caller indicates that the caller has performed the task identified in the instruction, as to whether the task identified in the instruction was performed correctly.

32. The computer readable medium according to claim 31, wherein the presenting source code segment re-presents the instruction to the caller in response to the caller's indication that the task identified in the instruction was not performed correctly.

33. The computer readable medium according to claim 22, wherein the querying source code segment queries the caller as to whether the procedure was performed correctly.

34. The computer readable medium according to claim 33, wherein the presenting source code segment re-presents the sequence of instructions to the caller in response to the caller's indication that the procedure was not performed correctly.

35. The computer readable medium according to claim 22, further comprising a transferring source code segment that transfers the call from a position in the sequence of instructions to a service representative and transfers the call back to the position in the sequence of instructions.

36. The computer readable medium according to claim 22, further comprising a transferring source code segment that transfers the call from a position in the sequence of instructions to a service representative and transfers the call back to a location in the sequence of instructions other than the position.

37. The computer readable medium according to claim 22, wherein the presenting source code segment re-presents an instruction to the caller in response to the caller's command to receive a previously presented instruction.

P21782.S01

38. The computer readable medium according to claim 22, wherein the presenting source code segment re-presents a previously presented instruction to the caller, as requested by the caller during a recitation of previously presented instructions.